

Version 1.0



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## Purpose

The purpose of this document is to describe the pricing and service for the Content Manager Cloud solution.

Content Manager Cloud™ is a cloud-based solution, delivering enterprise content management as a fully managed and hosted service.

Content Manager is a governance-based enterprise content management (ECM) system provided by OpenText. Content Manager is designed to meet the global needs of government, regulated industry, and enterprises. Content Manager brings corporate knowledge into a single, reliable, secure cloud which can be accessed anywhere, anytime, and from any device.

## Service Inclusions

- Content Manager Production Instance
- Content Manager Non-Production Instance
- ISO27001 Security (ISM-PROTECTED at additional cost)
- Customer Onboarding
- Premium Support
- 24 x 7 Service Desk
- Content Manager Upgrades (every 2 years)
- Application Management and Monitoring
- Application Patch Management - Critical Patches
- Security Management
- Server Management - including Microsoft Patches
- Storage Management
- Database Management - including SQL Patches
- Network Management (within Content Manager Cloud)
- Single Sign on Support
- IP Whitelisting



## Support Process

All Support Requests logged with Kapish are registered into the Kapish Support Portal and acknowledged as received by way of an e-mail to the Customer Support Contact detailing the support Ticket ID.

Kapish helpdesk staff will investigate all Support Requests and provide advice to the Customer in resolving the Support Request. This may involve escalating Support Requests to the Vendor for advice and acknowledgement of errors with the Software, workarounds and notification on when resolutions will be available.

The Customer agrees to log all Support Requests with the Kapish Helpdesk through one of the following approved methods:

- a) Kapish Support Portal (<http://support.kapish.com.au>)
- b) E-mail [support@kapish.com.au](mailto:support@kapish.com.au)
- c) Telephone 1300 527 474 (1300 KAPISH)

The Customer may log unlimited Support Requests through the Kapish Support Portal or via E-mail at any time of the day.

Support Requests logged by Telephone can only be logged during Standard Operating Hours.

All Support Requests will be investigated during Standard Operating Hours, unless alternative arrangements have been made with Kapish to work on a Support Request outside of these hours.

All support requests will be logged into the Kapish Support Portal by the Customer or Kapish (if received by e-mail or telephone) and assigned a unique ticket ID for tracking and status code for response time. Once a support request has been resolved, the status code will be changed to 'Closed'.



## Features

| SERVICE                    | DESCRIPTION                                                                                                                                                                                                                                                                                                                                             |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Standard Inclusions</b> | <ul style="list-style-type: none"><li>• 24 x 7 Platform Support</li><li>• Single Content Manager Dataset</li><li>• Volume-based billing for Object Storage</li><li>• ISO / IEC 27001 Certified</li></ul>                                                                                                                                                |
| INSTANCE TYPES             |                                                                                                                                                                                                                                                                                                                                                         |
| <b>Silver Production</b>   | <ul style="list-style-type: none"><li>• 95% Availability</li><li>• Recovery Point Objective &lt; 4 Hours</li><li>• Recovery Time Objective &lt; 48 hours</li></ul>                                                                                                                                                                                      |
| <b>Gold Production</b>     | <ul style="list-style-type: none"><li>• 99.9% Availability</li><li>• Recovery Point Objective &lt; 15 Minutes</li><li>• Recovery Time Objective &lt; 24 hours</li><li>• High Availability (HA) with Geo-Redundant Data Protection</li><li>• Zero Downtime Patching</li></ul>                                                                            |
| <b>Platinum Production</b> | <ul style="list-style-type: none"><li>• 99.95% Availability</li><li>• Recovery Point Objective &lt; 1 Minute</li><li>• Recovery Time Objective &lt; 4 hours</li><li>• High Availability (HA) with Geo-Redundant Data Protection</li><li>• Zero Downtime Patching</li></ul>                                                                              |
| <b>Titanium Production</b> | <ul style="list-style-type: none"><li>• 99.95% Availability</li><li>• Recovery Point Objective &lt; 1 Minute</li><li>• Recovery Time Objective &lt; 15 Minutes</li><li>• High Availability (HA) with Geo-Redundant Data Protection</li><li>• Zero Downtime Patching</li></ul>                                                                           |
| <b>Archive Production</b>  | <ul style="list-style-type: none"><li>• Read-Only Dataset</li><li>• 95% Availability</li><li>• Service Availability Window: 6am – 6pm Mon- Fri</li><li>• Recovery Point Objective &lt; 4 Hour</li><li>• Recovery Time Objective &lt; 48 hours</li></ul>                                                                                                 |
| <b>Non-Production</b>      | <ul style="list-style-type: none"><li>• Single Content Manager Workgroup Server</li><li>• 10GB Document Store + 50GB Network Traffic + Single Content Manager Dataset.</li><li>• Dataset (Metadata) Refreshed Quarterly</li><li>• Standard Availability (50 hours per week)</li><li>• Additional Storage Available (additional charges apply)</li></ul> |

## Pricing

| COMPONENT                    | AMOUNT                       |
|------------------------------|------------------------------|
| <b>Content Manager Cloud</b> | From £5 Per User / Per Month |